

# CHW Success Story

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The Community Health Worker (CHW) connected with a parent of a child with a disability, who had recently been discharged from a skilled nursing facility. The intention of the home visit was to offer case management services by utilizing language line. Upon arrival at the visit, the parent did not want to use the translation line, but was open to case management services. The parent stated that he was unable to enroll the child into school, even though a month had passed since the child had been discharged from the nursing facility. Even though it was very difficult to communicate, the CHW was able to use hand-gesturing, Google Translate, and the school directory to connect the father to a local school representative. The CHW informed the representative of the client's special accommodation needs and of existing communication barriers. Through involvement of the CHW, this client has now been enrolled in school, utilizes bus services, is enrolled in a special needs program, and now has aide accommodation during school hours.

Belinda completed CHW training at Temple University and is currently enrolled in a bachelor's program with Southern New Hampshire University. She started working as a Community Health Navigator (CHN) in 2014, where she was embedded in a pilot program in a pediatric practice serving clients with asthma. She assisted in the development of workflows and processes leading to the pilot becoming an official program. Through self-advocacy, she was able to obtain a lead position in 2017, which led to a CHN tiered position within a Managed Care Organization. Belinda serves as the co-chair of the PACHW Advancement and Advocacy Committee, recently co-authoring a study of CHW Retention in Pennsylvania. She continues to serve the community by addressing their Social Determinant of Health needs, and additionally training new CHW hires, maintaining program reports, and participating in committees to bring awareness to the importance of having Community Health Workers.